1	2	3	4
Portugal	543	108	60
Korea (DP R)	–	1000	–
China	–	6250	–
Arab Republic of Emirates	–	2899	–
Isreal	–	2000	–
Japan	11235	10595	161
Singapore	643	3791	78
Australia	499	1103	78
New Zealand	594	771	72
Others	1058	8596	280
TOTAL:	68896	99298	19726

Excise and customs reliefs to Production

25. SHRI MAHENDRA PRASAD : SHRI MURLIDHAR CHANDRAKANT BHANDARE :

Will the Minister of FINANCE be pleased to state :

(a) "whether Government have recently decided to extend more excise and customs relief with a view to boosting production and export of various items;

(b) if so, what are the details of the relief's extended; and

(c) what is Government's assessment about the impact of the measures on the production and export of these items?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) to (c) Relief from customs and excise duties Is provided by the Government for a wide variety of reasons including promotion of exports and industrial production. These reliefs **aie** announced from time to time as and when decisions are taken by the Government in this regard. Increase in exports and industrial production depends on various factors and not on fiscal concessions alone. It is therefore not possible to measure the impact of fiscal reliefs alone on the development of exports and industrial production.

Improvement of customer services

26. SHRI MAHENDRA PRASAD : SHRI MURLIDHAR CHANDRAKANT BHANDARE:

Will the Minister of FINANCE be pleased to state :

(a) whether according to a recent study the implementation of the directives given by his Ministry and the Reserve Bank about a year ago to the public sector banks for improving the quality of customer services, has been rather tardy; and

(b) if so, what are the reasons therefor and what effective steps are being taken to improve the customer service in these Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI) : (a) and (b) The surveys conducted by the National